

Social Security Administration

PAST PERFORMANCE QUESTIONNAIRE

PART 1: To be completed by Offeror:

Name of Offeror:	
Company Providing Reference:	
Contract Number:	
Contract Period of Performance:	
Contract Name/Project Title:	
Contract Dollar Value:	
Type of Contract (Fixed Price, IDIQ, etc.):	

PART 2: To be completed by Vendor/Agency/Client providing reference:

Reference Name:	
Position and Title:	
Contact Phone:	
E-mail Address:	
Relationship to Contract (Contracting Officer, COTR, Program Manager Etc.):	
Agency/Organization:	
Mailing Address:	

INSTRUCTIONS:

For each numbered question, please provide an overall rating, as well as comments concerning strengths and weaknesses. Please provide additional comments, if necessary.

EVALUATION

Provide a detailed description of work/requirements:	
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Was a Subcontracting Plan required?	
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Assign one of the below ratings by **marking an “X”** and *please provide comments* for each of the areas for which information is requested. You may attach additional comments if desired.

Rating	Description	Definition
E	Exceptional	Contractor performance exceeded contract requirements a significant amount of the time. No issues/problems.
V	Very Good	Contractor performance generally met and sometimes exceeded contract requirements. Issues/problems were slight and did not impact achievement of contract requirements.
S	Satisfactory	Contractor performance met customer expectations and contract provisions. Met the customer baseline. Issues/problems required minor agency resources to achieve contract requirements.
M	Marginal	Contractor performance should have been better. Provided a marginal/risky approach to meeting customer requirements. Issues/problems required significant agency resources to achieve contract requirements.
U	Unsatisfactory	Contractor performance DID NOT meet customer expectations or contract requirements. Issues/problems compromised achievement of contract requirements despite use of agency resources.
N/A	Not Applicable	Contractor was not required to perform in this area on this contract. There was no direct applicability to the rating element.

QUALITY OF SERVICE

[Please indicate the appropriate rating with an 'X']

	E	V	S	M	U	N/A
Contractor's ability to meet quality standards specified for performance.						
Contractor's ability to effectively control the quality of services provided.						
Contractor's compliance with contractual terms and conditions.						
Quality of products/deliverables furnished.						
Overall rating of contractor's standard of workmanship.						
Overall rating of contractor's quality of service.						
Extent to which the contractor understood what needed to be done and how to proceed.						
Extent to which the contractor provided accurate/complete reports, documentation and training.						
Extent to which the contractor recommended efficient and effective solutions and alternatives.						
Contractor's ability to identify problems and potential problems, and promptly notify the customer.						
Contractor's ability to correct problems and prevent/mitigate potential problems in a timely manner.						
Contractor's willingness to improve and correct noncompliance issues or concerns.						
Contractor's effectiveness in interfacing with the Contracting Officer's Representative (COR), or Task Manager (TM), customers, and end users.						
Contractor's flexibility in satisfying the requirements of its customers.						
Extent to which the contractor provided prompt and courteous service when responding to customer issues/concerns.						
Comments:						

PERFORMANCE	<u>[Please “X” the appropriate rating]</u>					
	E	V	S	M	U	N/A
Extent to which contractor services satisfied the contract and/or Work Order specifications.						
Extent to which the contractor adhered to contract/delivery schedules.						
Extent to which the contractor adhered to project start and completion dates.						
Extent to which the contractor submitted timely reports and documentation.						
Extent to which the contractor provided prompt, timely and accurate response to technical directions, change orders, and problem resolution including problem tracking/reporting and maintenance documentation.						
Contractor's ability to meet specific response times and scheduled time frames for completion of specific tasks.						
Extent to which the contractor demonstrated reasonable and cooperative behavior.						
Extent to which the contractor provided predictable/expected results, which conformed with specified technical requirements without unnecessary re-work.						
Extent to which the contractor represented technical excellence.						
Extent to which the contractor provided fact based communication - Status Reports, etc.						
Extent to which the contractor developed activities to generate suggestions from customer/resident experts.						
Extent to which the contractor displayed initiative in meeting requirements - creative, visionary, and accountable.						
Extent to which the contractor encouraged transfer of knowledge rather than a dependency relationship.						
Contractor's responsiveness/timeliness for providing administrative reports/documents required by the contract.						
Contractor's adherence to delivery schedules. Contractor's timeliness in responding to emergency service requirements.						
Contractor's ability to use effective approaches and provide technical expertise and resources to solve contract problems.						
Overall rating of contractor's responsiveness/timeliness.						
Comments						

COST CONTROL	[Please “X” the appropriate rating]					
	E	V	S	M	U	N/A
Extent to which the contractor represented good value for money spent with lasting benefits.						
Extent to which the contractor provided reliable, supportable cost estimates and/or proposals.						
Extent to which the contractor met the proposed cost estimate(s).						
Extend to which the contractor submitted accurate and timely invoices.						
Comments						

PERSONNEL	[Please “X” the appropriate rating]					
	E	V	S	M	U	N/A
Extent to which contractor personnel had adequate skills to perform the required tasks.						
Extent to which the contractor experienced problems in satisfying staffing.						
Extent to which the contractor had access to appropriate IT/technical expertise.						
Extent to which the contractor's Project Manager was effective.						
Extent to which the contractor's management staff was effective.						
Extent to which the contractor's technical support staff was effective.						
Extent to which the contractor's administrative support staff was effective.						
Extent to which the contractor's design/engineering support staff was effective.						
Comments						

<u>[Please “X” the appropriate rating]</u>	E	V	S	M	U	N/A
EFFECTIVE MANAGEMENT - RESOURCES ALLOCATION						
Extent to which the contractor responded to changes in scope or requirements.						
Extent to which the contractor provided dispute resolution - fault versus solution.						
Extent to which the contractor understood causes of problems and provided resources to take corrective action.						
Extent to which the contractor managed staff turnover (both Prime and Subcontractor).						
Extent to which the contractor provided effective subcontractor management.						
Extent to which the contractor provided accurate and reasonable estimates of cost, which remained predictable and acceptable.						
Extent to which the contractor provided acceptable response to unsatisfactory personnel performance (both Prime and Subcontractor).						
Extent to which the contractor submitted change orders and required proposals in a timely manner.						
Extent to which the contractor provided technical assistance, on-site or off-site, as needed.						
Extent to which the contractor provided value added versus cost added activities.						
Contractor's ability to select and retain cooperative and effective key personnel.						
Extent to which key personnel were knowledgeable about contractual requirements.						
Contractor's ability to meet appropriate staffing levels with qualified personnel in order to provide required services.						
Contractor's ability to provide continuity of key personnel on the contract.						
Contractor's ability to replace key personnel in a timely manner.						
Overall rating of the functional expertise of the Contractor's staff.						
Overall rating of the Contractor's management of key personnel and contract staff.						
Comments						

CUSTOMER SERVICE <u>[Please “X” the appropriate rating]</u>	E	V	S	M	U	N/A
Extent to which the contractor met customer expectations/requirements and project goals/objectives and furnished creative improvements in work flows or processes.						
Extent to which the contractor committed resources as necessary to solve customer issues/concerns.						
Extent to which the contractor provided effectiveness in relating to customer staff.						
Did the contractor receive terminations for default or convenience?						
Comments						

<u>[Please “X” the appropriate rating]</u>	E	V	S	M	U	N/A
Overall rating of the Contractor's performance under this contract.						

ADDITIONAL INFORMATION <u>[Please “X” the appropriate rating]</u>	YES	NO
Has an election ever been made not to exercise an option or continue relations due to the Contractor's poor performance?		
Has a Contract Discrepancy Report ever been issued?		
Has a cure notice or show cause notice ever been issued?		
Has this contract been partially or completely terminated for default or convenience?		
Are there any pending terminations?		
Would you hire this contractor again?		
Comments		

THANK YOU FOR YOUR TIME!